

FRANKE SOUTH AFRICA

WARRANTY POLICY



The warranty is applicable within the republic of South Africa, Namibia, Botswana, Lesotho and Swaziland.

Warranty claims are subject to the following conditions:

- 1.0 The product has been used in an application that is suitable for the design and correct specification.
- 2.0 The product has been maintained and not damaged through the use of unsuitable chemicals and /or abrasive materials.
- 3.0 The products has not been exposed to unsuitable chemicals which could affect the material. These chemicals include but not limited to chlorine, household bleach, certain acid containing cleaners and exposure to salt water conditions. (Refer to Cleaning and maintenance of Stainless Steel on the website www.franke.co.za).
- 4.0 Installation was done by a competent electrician or plumber and that the installation is in accordance with the instruction manual supplied with the product.
- 5.0 The product has not been tampered with or modified.
- 6.0 Fair wear and tear excluded.

Zip Hydroboils; HydroBoil Pro; HydroTaps and Chillers:

- HydroBoil Pro - 24 months against manufacturing defects.
- HydroTaps; MiniBoils - 24 months against manufacturing defects.
- HydroBoils, Chill Taps and Chillers - 12 months against manufacturing defects.
- Spares and Filtration Systems - 6 months against manufacturing defects.

Residential Sinks, Mixers and Accessories:

- Stainless Steel Domestic Kitchen Sinks - 25 years against corrosion from date of purchase (except SA94 sink for low cost housing).
- Stainless Steel SA94 Sink - 24 months against manufacturing defects.
- Accessories (Waste Fittings, Cutting boards, Baskets etc) - 12 months against manufacturing defects.
- Waste Disposers - 24 months against manufacturing defects.
- Kitchen Sink Mixers: Body - 10 years against manufacturing defects; Cartridge - 24 months against manufacturing defects.
- Economy Washtrough and Economy Preparation Bowls - 12 months against manufacturing defects.
- Fraganite Sinks carry a 5 year warranty against manufacturing defects.

Worktops:

- Franke Solid Surfaces - 10 Year Warranty against manufacturing defects from date of purchase.
- Franke Quartz Surfaces - 25 Year Warranty against manufacturing defects from date of purchase.
- Franke Stone Surfaces by Lapitec® - 25 Year Warranty against manufacturing defects from date of purchase.

Hotel & Residential Bathroom Accessories:

- Bathroom Accessories - 5 years against manufacturing defects.
- Bathroom Mixers - Body - 10 years against manufacturing defects; Cartridge - 24 months against manufacturing defects.

Commercial and Medical Products:

- Washroom Accessories (Soap Dispensers, Paper Towel Dispensers, Waste Bins, etc) - 12 months against manufacturing defects.
- Electronic Hand Dryers - 5 years against manufacturing defects.
- WC Pans, Squat Pans, Urinals, Wash Hand basins, Mortuary equipment; Medical Stainless Steel Products - 5 years on material defects and 24 months on workmanship.
- Deko Electronic Bedpan Washers and Instrument Disinfectors - 12 months from date of installation and commissioning.
- Commercial Taps - Body - 5 years against manufacturing defects; cartridge - 12 months against manufacturing defects.
- Accessories and Spares - 6 months against manufacturing defects.

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